What Is Claimed Is:

    1. An automatic call distribution system for terminating an ACD call which is an inquiry call from an unspecific caller to a predetermined called party to provide various response services, comprising:

    a database in which caller specification numbers for specifying callers and called party individual call numbers for specifying called parties are registered in a corresponding relationship to each other so that an ACD call from a certain specific caller may terminate at a specific called party; and

    a called party individual ACD call control processing section for searching, when an ACD call is received, for a called party individual call number corresponding to a caller specification number for specifying the caller of the ACD call from said database and connecting the ACD call with the called party individual specification number.

    2. An automatic call distribution system as claimed in claim 1, further comprising call preferential connection information registration means for storing call preferential connection information including a caller specification number for specifying a caller and a called party individual call number of a called party to which an ACD call from the caller is to be connected preferentially into said database.

    3. An automatic call distribution system as claimed in claim 1, further comprising means for recognizing a caller specification number form an ACD call, call preferential

connection information inquiry means for inquiring said data base about the recognized caller specification number and reading out a called party individual call number corresponding to the caller specification number, and call connection means

5 for performing connection processing of the ACD call preferentially to the called party individual call number read out by said call preferential connection information inquiry means.

4. An automatic call distribution system as claimed in

10 claim 3, wherein said call connection means includes means for performing, when the called party of the called party individual call number read out by said call preferential information inquiry means is busy or in a termination rejection state and the ACD call cannot be connected preferentially to the called

15 party, wait processing of the ACD call for the called party of the called party individual call number and signaling a speech guidance for notification to the caller that the called party of the destination of the preferential connection cannot respond and is in a wait state.

20 5. An automatic call distribution system as claimed in claim 3, wherein said call connection means includes means for performing, when the called party of the called party individual call number read out by said call preferential information inquiry means is busy or in a termination rejection state and

25 the ACD call cannot be connected preferentially to the called party, wait processing of the ACT call for the called party

of the called party individual call number, discriminating whether or not connection to a called party other than the called party of the called party individual call number is possible, and connecting the ACD call in the wait processing state to

5 the called party.

6. An automatic call distribution system as claimed in claim 3, wherein said call connection means includes means for performing, when the called party of the called party individual call number read out by said call preferential information

10 inquiry means is busy or in a termination rejection state and the ACD call cannot be connected preferentially to the called party, wait processing of the ACT call for the called party of the called party individual call number, discriminating whether or not connection to a called party other than the called

15 party of the called party individual call number is possible, and connecting, when the connection is possible, the ACD call in the wait processing state to the called party, but performing, when the connection is not possible, wait processing of the ACD call for the called party other than the called party of

20 the called party individual call number and further discriminating the possibility of connection successively to other called parties to connect the ACD call.

7. An automatic call distribution system as claimed in claim 3, wherein, when the called party of the called party

25 individual call number read out by said call priority information inquiry means is in a termination call non-connection state

wherein the called party is busy or in a termination rejection state and the ACD call cannot be connected preferentially to the called party, said call connection means performs called party individual ACD call control processing for connecting

5 the ACD call in a unit of a called party individual or split individual ACD call control processing for terminating the ACD call in a unit of an ACD split.

8. An automatic call distribution system as claimed in claim 3, further comprising call preferential connection

10 information storage means for recognizing, when an ACD call is connected to a called party by said call connection means to establish a talking state, the caller specification number and a called party individual call number of a called party who responds to the ACD call as call preferential connection

15 information and storing the call preferential connection information into said database.

9. An automatic call distribution system as claimed in claim 1, further comprising specific caller call preferential connection information registration means for determining a

20 full-service called party who should respond to an ACD call from a specific caller in advance and storing the caller specification number of the specific caller and the called party individual call number of the full-service called party as call preferential connection information into said database in

25 advance.

10. An automatic call distribution method for

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terminating an ACD call which is an inquiry call from an unspecific caller to a predetermined called party to provide various response services, comprising:

a first step of recognizing a caller specification number

5     from the ACD call;

a second step of inquiring a database about the caller specification number recognized in the first step and reading out a called party individual call number of a called party registered in a corresponding relationship to the caller

10    specification number, and

a third step of connecting the ACD call preferentially to the called party individual call number read out in the second step.

11.   An automatic call distribution method as claimed in

15    claim 10, further comprising a fourth step of connecting, when a called party individual call number of a called party who is to respond to an ACD call corresponding to the caller specification number is not registered in the database as a result of the inquiry of the database about the caller

20    specification number in the second step, the ACD call to a called party selected based on a predetermined criterion, and a fifth step of storing, when the called party selected in the fourth step responds to the ACD call to establish a talking state, the caller specification number and the called party individual

25    call number of the called party who has responded to the ACD call as call preferential connection information into said

database.

12.    An automatic call distribution method as claimed in claim 10, further comprising a sixth step of determining a full-service called party who should respond to an ACD call from a specific caller in advance and storing the caller specification number of the specific caller and the called party individual call number of the full-service called party as call preferential connection information into said database in advance.

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